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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of: TIDWELL et al.

Serial No.: 09/604,316

Filed: June 27, 2000

For: TROUBLE TRACKING SYSTEM AND METHOD



INFORMATION DISCLOSURE STATEMENT

Honorable Commissioner of
Patent and Trademarks
Washington, D.C. 20231

RECEIVED

DEC 18 2000

Sir:

Technology Center 2100

Pursuant to 37 CFR 1.56 and 1.97(b), the attention of the Patent and Trademark Office is hereby directed to the following references listed on the attached PTO-1449 and the attached supplemental sheet listing related pending patent applications. The undersigned believes that this Information Disclosure Statement is being filed before the mailing date of a first Office Action on the merits for the above-referenced application. Accordingly, Applicants do not believe that a fee is due for filing this paper.

Copies of the documents listed on the PTO-1449 are attached. Applicants respectfully request that the Examiner consider the listed documents and evidence that consideration of relevant portions thereof by making appropriate notations on the attached form.

This submission does not represent that each or all of the listed documents are material or constitute "prior art." If it should be determined that any of the listed documents do not constitute "prior art" under United States law, Applicants reserve the right to present to the office the relevant facts and law regarding the appropriate status of each document.

Applicants further reserve the right to take appropriate action to establish the patentability of the disclosed invention over the listed documents, should one or more of the documents be applied against the claims of the present application.

If there is any fee due in connection with the filing of this Statement, please charge the fee to our Deposit Account No. 50-1390.

Respectfully submitted,

A handwritten signature in cursive script, reading "Lawrence D. Eisen", written over a horizontal line.

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Date: December 8, 2000

Attorney Docket No.: BS99-124